

DOCKET FILE COPY ORIGINAL

JAN 27 1995

January 23, 1995

Federal Communication Commission
1919 M Street
NW
Washington, DC 20554

Gentlemen:

re: CC DOCKET 94-129:4940292

I have been unsuccessful in obtaining a printed complaint form on which I could provide information to support my personal complaint against MCI, a long distance telephone carrier. In the absence of such a form, I have been advised I can submit a personal statement as my complaint, together with copies of pertinent documents.

For the sake of expediency, I have obtained the required number of copies to forward to your office prior to the February 8th date which I understand is the "hearing" date.

Enclosed with this letter are the following:

A detailed list of the various items documenting the events as they occurred. Copies of some items included are presented in numbered fashion.

A brief history of what took place when MCI decided without my authorization to make themselves my long distance telephone carrier, replacing my choice of AT & T.

Since the bulk of the enclosed material is self-explanatory, I hope you will conclude that companies like MCI should be regulated in such a manner as to make this unethical behaviour absolutely impossible to occur again with me or any other consumer.

Yours sincerely,

Mrs. Sylvia Jiler
3405 Sinton Road, Space 233
Colorado Springs, CO 80907
Tel: (719) 471-8693

Enc: 4 addtl. copies

cc: (Mr. Ron Rinz, PUC Consumer Advocate)
Senator Hank Brown (Colorado Springs office)
Congressman Joel Hefley (Colorado Springs office)
US West (Denver)
MCI, Iowa
AT & T (New Jersey)

No. of Copies rec'd 024 PAGE 1
List A B C D E

On December 13, 1994 I received the first bill from MCI covering their billing period Nov 4 - Dec 3, 1994. This began a string of telephone calls, local and long distance, plus correspondence, that I have described in my "COPY NO.3" listed below. This became my continuing chronicle to myself recording in journal fashion what was taking place and the process used to get at the bottom of this problem which became more and more time consuming and expensive to resolve.

With significant help from AT&T, who in my opinion, appear to employ more knowledgeable and competent people to service the consuming public, I was able to have the name of MCI removed from the records and replaced with my original choice of long-distance telephone carrier. In the process, US West misinformed me about their role in this type of unexpected problem. It has been my experience since moving to Colorado Springs and becoming a customer of US West, that they do not attach importance to training their employees well enough to enable them to perform adequately for their customers (like myself). This was demonstrated once again in this instance.

Below is the list of numbered copies being included with this complaint:

1. MCI invoice 89442920 covering billing period 11/4/94 to Dec 3 , 1994.
2. My letter dated Dec 13,1994 to MCI which is self-explanatory.
3. Typed notes to myself detailing the sequence of events while I was attempting to resolve this problem created by the unethical conduct of MCI and compounded by the unacceptable and somewhat incompetent conduct of US WEST.
4. Letter dated Dec 28th signed by a MATT DUNAHOO on a MCI letterhead.
5. MCI second billing covering period Dec. 4 - Jan 3rd, for the amount of \$3.92.
6. Letter from AT&T dated Jan 10th referring to "mandatory options".
7. Handwritten notes dated Jan 16 referring to conversations with "Sue" at Congressman Joel Hefley's office in Colorado Springs.
8. Handwritten notes dated Jan 17th covering conversations with "Joe Morgan" at Senator Hank Brown's Colorado Springs office, plus notes on long distance call made to FCC again in Washington Dc.
9. Handwritten notes dated 1/17/95 covering more attempts to contact FCC in Washington.

PAGE 2 (A)

COPIES NO. 10, 10A and 10B:

Due to an oversight, the material identified with these numbers was omitted by mistake and failed to be included in the appropriate sequential place, which would have been immediately after Copy No.3 (or as part of Copy No.3)

In order to make it easier to understand how involved this problem became in December, following the actions of MCI, I am including here, and would ask that they be specifically noted as covering actions that took place as follows:

COPY NO.10: This is the US West bill dated Dec 4,1994, which I received December 17th,1994. The handwritten notes on it were made by me while I was talking to the individual at US West who was making the necessary adjustment I was requesting as a result of the change made by MCI (not authorized by me).

COPY 10 (A): This typed sheet were the details of what constituted the change in my bill for that period, so that I would not have to rely on my memory at a later date. It defined how the figure of \$23.23 was arrived at, which became the charge I paid for that statement.

COPY NO. (10(B): In order to have a permanent record of what was obviously becoming a difficult problem that would ultimately lead to more contact with MCI, US West, and AT & T, I decided to write this letter, dated Dec.17th to US WEST. The payment of \$23.23 was enclosed, and I believe the letter is self-explanatory.

There was additional call made to and received from Congressman Hefley's office in Colorado Springs on either January 18th or 19th, which resulted in harsh discord between a staff assistant and myself, when I criticized the lack of knowledge of my local congressional representative with regard to this type of problem and how to resolve it.

I expressed the same dismay to an assistant at Senator Brown's office in Colorado Springs the same day (either January 18th or 19th, but I was courteously told to send them a copy of any complaint I decided to make on my own.

I am well aware that "sending copies" to my elected officials is more pleasing and satisfactory to them. However, for an impaired person like myself, whose ability to spend time at the typewriter is very limited and painful, this is hardly "helpful". In this instance, I am making sure that everyone involved in this concern is receiving a copy of all of this information. I apologize for any omissions I may have made along the way. At the age of seventy, with severe arthritis in my hands, I am devoting my energies to getting this to your office, hopefully in time to have it included in the February 8th hearings.

Thanks to Mr. Ron Binz's assistant Dianne Callahan, who provided me with the correct mailing address and Docket number, I am optimistic that my name will be added to the list of individuals who have suffered in one way or another from this unethical behaviour.

MCI long distance phone bill

Account No. : 6C298513 71307ZB1
 Invoice No. : 89442930 Page No. 1
 Billing Period: Nov 4-Dec 3, 1994

IMPORTANT NEWS ABOUT YOUR BILL

We've made your MCI(R) long distance phone bill even easier to read and understand. We now deduct the discounts from the price of your calls, so that you know at a glance the exact cost of each and every call. For a summary of these discounts, refer to the MCI Savings Section. If you have any questions about your bill or your MCI service, please call an MCI Customer Service Professional at the number listed below.

INQUIRIES ONLY, Write to: MCI P.O. Box 4600, Iowa City, IA. 52244-4600

|||||

#BWNBMNR *****051-003-835 1 ZB1 233
 #6C298513UR000001# 208 CT10*75*01*
 SILVA JELER
 3405 SINTON RD LOT 233
 COLORADO SPRINGS CO 80907-5005

Telephone No. (719) 471-8653

For MCI Customer Service, please call 1-800-999-9100 toll free.
 Or, for AUTOMATED payment status, or other questions, call 1-800-888-7737.

MCI long distance phone bill

Account No. : 6C298513 71309ZB1
 Invoice No. : 89442930 Page No. 3
 Billing Period: Nov 4-Dec 3, 1994

SILVA JELER

Current Charges	\$2.15
Current Taxes	\$.09
Total Current Charges and Taxes	\$2.24
Previous Balance (Please disregard if paid)	\$.00
Total Amount Due	\$2.24

Service Summary

Long Distance	\$2.15
Total Current Charges	\$2.15

Taxes

Federal Excise Tax	\$.07
State & Local Surcharges	\$.02
Total Current Taxes	\$.09

Total Current Charges and Taxes	\$2.24
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CALL INFORMATION

MCI CAN SAVE YOU Even More When Making LOCAL TOLL CALLS!

Now MCI® can help you save on your local toll calls too! Call MCI Customer Service at 1-800-275-7644 to learn how you can save by calling long distance within your regional calling area over MCI's network.

Long Distance

Calls from 719-471-8653:

DATE	TIME	RATE	TO/FROM	NUMBER	MIN	AMOUNT
Nov 28	11:25A	D	TO WASHINGTON DC	202-632-7553	8	2.15
Total Calls from 719-471-8653:						\$2.15

Total Long Distance	\$2.15
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MCI long distance phone bill

Account No. : 6C298513 71308ZB1
Invoice No. : 89442930 Page No. 2
Billing Period: Nov 4-Dec 3, 1994

PLANNING TO MOVE?

Don't forget to call MCI® BEFORE YOU MOVE to give us your new phone number and address. Or, simply note the changes on the reverse side of this page and send it back to MCI with your remittance. We'll make sure your MCI services move with you. It's the easiest way to ensure continued savings and uninterrupted service from MCI.

— Check here if your address or telephone number has changed.
Complete the form on the reverse side.

**PLEASE MAKE CHECK OR MONEY ORDER PAYABLE TO MCI. RETURN THIS FORM
WITH PAYMENT IN THE ENVELOPE PROVIDED.**

Current Charges and Taxes:	\$2.24
Previous Balance (Disregard if paid):	\$.00
Total Amount due by 12/25/94:	\$2.24

REMIT TO:

|||||

MCI RESIDENTIAL SERVICE - W
PO BOX 52222
PHOENIX, AZ 85072-2222

SILVA JELER
Account Number: 6C298513
Invoice Number: 89442930
Billing Period: Nov 4-Dec 3

602078 06120209080501038 894429305 00000224 00000224

MCI long distance phone bill

Account No. : 6C298513 71310ZB1
Invoice No. : 89442930 Page No. 4
Billing Period: Nov 4-Dec 3, 1994

Legend

D = Domestic Pricing at Daytime Rate

Copy No 2

December 13, 1994

M.C.I.
P.O. Box 4600
Iowa City, IA.52244-4600

ATTENTION: BILLING DEPT.,

Gentlemen:

re: TELEPHONE NO. (719)471-8653
YOUR ACCOUNT NO. 6C298513
YOUR INVOICE NO. 89442930

After a brief telephone conversation today with someone in your office called "Tina", I had additional telephone conversations with my local telephone company, U.S. West, and my past, present and future long-distance telephone calling company, A.T. & T.,

This letter is to inform you that at no time did you obtain authorization from me to make a change in my long-distance carrier with U.S. West.

At no time in the past were you advised by me that I no longer wished to be serviced by A.T. & T., and that M.C.I. was to replace them.

In conclusion I have no other choice than to conclude that a fraud has taken place that might have involved a forgery or misrepresentation by some member of your organization, which resulted in misinformation being produced, and created a highly unacceptable explanation for the inconvenience to me as a telephone user.

On my own initiative I have made the necessary reversal to return to my desired long distance telephone company, A.T. & T., The records at U.S. West will reflect this, as will the records at A.T. & T., I suggest you make the same change immediately. I also suggest you remove my name from any mailing list you possess on which it now appears. If I should ever learn that you have sold my name to any other organization, I can assure you steps will be taken to prove you did so without first obtaining my permission. I hope you will not make it necessary for me to take legal action to prevent your organization from creating any further distasteful experience for me.

Yours sincerely,

Mrs. Sylvia Jiler

Page No 3

Tuesday December 13, 1994

Telephone problems handled today With U.S.WEST, M.C.I. and A.T. & T.,

Received bill in mail from M.C.I. for \$2.24 covering the long distance call made Nov. 28th to FCC. Called 1-8---999-9100 talked to Tina and told her they had no right to send me a bill as they were not my "authorized carrier". She advised me their computer was being "updated" and I should call back in an hour. That was approximately 1:30 or 2 p.m.

Called. A.T. and T. 1-800-222-0300. "Spoke to Larry. He informed me they no longer showed me as a customer of theirs and that showed no more current bills I would be charhed for by them. He advised he he would put me back on as a customer to be services, and they would take care of the \$5.00 service charge normally made by U.S.West (my local carrier) for this to be done. He sad A.T.& T. would pay this. I told him I resented having been removed from their list without my authorization."

I called U.S.West and talked to Pete about the above problems and why I felt their had been dishonesty by M.C.I. which had been compounded by the people at U.S. West who had failed to verify the accuracy of any change "requested" (supposedly) by me. He advised it would be proper for me to talk to someone in their Carrier Service Bureau. After being connected and waiting to have a rep talk to me I was cut off and had to call back twice.

Eventually I got through and talked to "Martha" in this depawrtment and she explained that because of the "legal" restrictions they must abide by they are not permitted to verify when a request comes from one of the 400 long distance companies they get requests from authorizing c service be instituted for a customer. All U.S.West is allowed to do is process the request and make some note of it on the first page of the customers bill. Since my current bill is isn the mail and can be expected any day now, the change necessary to correct all this mess, will take place, but the charge of \$10.00 (for the request made by M.C.I. nov. 26th and process by U.S.West Dec. 3rd, will not be reversed and adjusted until the next month's bill. I agree that would be o.k.

Martha also stated she will put a "Block" on my records which is a restriction that tells U.S.West that I do not want any future change of long distance carrier...without my first notifying US.West in writing. I agree to this as I prefer to remain with A.T. and T. indefinitely.

Martha explained that in similar situations where this type of occurrence takes place, U.S.West sends the carrier (in this case M.C.I.) a notice that they are being removed and they have 30 days in which to advise U.S.West with a record showing my authorization(request) in writing etc., to verify or confirm their request for the change to be made. Its sounds very confusing as at no time does anyone take the responsiblity to check with the customer, but she says tha's the law.

(Cont'd notes of what has been happening on MCI problem)

Copy
No 3

Dec. 27th. Contacted MCI again and given a special number to reach a MATT DUNNISON (1-800-964-3769) who supposedly will resolve the problem that has arisen by the unauthorized change in my long distance carrier.

Reached Mr. Dunnison. He advised me that somehow my record showed a "suppression" on my account". He claimed that on November 23rd a "gentleman" called from my home phone to request the account be moved(!!!) Obviously a lie. I live alone and have no gentleman friend. (There is a slight chance that US West may also be involved in this problem because they issued my telephone number which was formerly held by a family with the name CISNEROS, for whom I frequently receive telephone calls. This has been very annoying for a long time. However, as I explained to Mr. Dunnison there is absolutely no one that could have called to request or authorize any change in my long distance carrier. Mr. Dunnison said he would take care of cancelling the action(which I took to mean - effective the date they claim it was initiated 11/26/94)

I insisted that he send me a copy of the written instructions bearing his name to that effect.

Shortly after this conversation (12/27/94) I received a letter from a MATT DUNAHOO on MCI letterhead indicating the account was canceled as of 12/13/94. Once again I became inflamed with the total disregard by MCI for my understanding of what they had agreed to do.

- ** January 16: Tried to reach FCC 1-202-632-7553 to obtain a formal complaint form. Office closed due to national holiday.

January 17th. Called FCC at above number again. Voice mail box full. Left message for a return call to be made by a "Linda Freeman". Never received any return call.

January 18th. Called FCC again twice. Recording of menu choices left me frustrated again.

- ** January 16th. Reached Representative Joel Hefley's office who was unable to help me but gave me telephone number of Colorado Public Utilities Commission Consumer Advocate's office.

Left message on Senator Hank Brown's machine as his office was closed for holiday.

Since this time I have received returned calls from Senator Brown's office and had a long conversation with someone at Congressman Hefley's office.

See Copies of my notes (Copies No. 7 & 8)

January 19th. and 20th. Both afternoons were spent making long distance calls to telephone numbers around state and in Washington D.C. attempting to obtain a "complaint form" on which I could file this complaint. ~~Following numbers were called~~

Copy
No 3

Among the long distance numbers I called were the FCC in Lakewood (Denver) office and the PUC office in Denver, and and FCC office in Washington. I finally was told by someone named Julianna at the Washington office I could prepare a personal complaint with as many details as possible, and copies of pertinent material, and file it. In addition I was advised by the assistant to Ron Binz (PUC Consumer Advocate) in Lakewood, Denver office, that I could send this complaint in with four additional copies as there is going to be a hearing conducted sometime in February with regard to this "slamming" taking place by long distance carriers" who are making changes with local telephone companies that "UNAUTHORIZED" as was done in my case.

MCI

MATT DUNAHOO
PO BOX 4609
IOWA CITY, IA 52240

Copy No 4

December 28, 1994

Rec'd
12/30/94

SILVA JILER
LOT 233
3405 STINTON RD
COLORADO SPRINGS, CO 80907

RE: MCI ACCOUNT 6C298513

Dear Ms. Jiler:

Per your request, I am sending you written documentation of our conversation on December 28, 1994. The MCI account under your name has been canceled on 12-13-94. I have initiated a request to research into this account to determine how the account was established and why.

Please do not hesitate to call if I may be of further assistance.

Sincerely,

Matt Dunahoo

Matt Dunahoo

✓

Did not cancel as of date they changed
my long distance carrier to MCI.

long distance phone bill

Account No. : 6C298513 68119ZB1
Invoice No. : 89756548 Page No. 2
Billing Period: Dec 4-Jan 3, 1995

PLANNING TO MOVE?

Don't forget to call MCI® BEFORE YOU MOVE to give us your new phone number and address. Or, simply note the changes on the reverse side of this page and send it back to MCI with your remittance. We'll make sure your MCI services move with you. It's the easiest way to ensure continued savings and uninterrupted service from MCI.

— Check here if your address or telephone number has changed.
Complete the form on the reverse side.

PLEASE MAKE CHECK OR MONEY ORDER PAYABLE TO MCI. RETURN THIS FORM
WITH PAYMENT IN THE ENVELOPE PROVIDED.

Current Charges and Taxes: \$3.92
Previous Balance (Disregard if paid): \$.00
=====

Total Amount due by 01/25/95: \$3.92

REMIT TO:

|||||

MCI RESIDENTIAL SERVICE - W
PO BOX 52222
PHOENIX, AZ 85072-2222

SILVA JILER
Account Number: 6C298513
Invoice Number: 89756548
Billing Period: Dec 4-Jan 3

602078 06120209080501038 897565480 00000392 00000392

long distance phone bill

Account No. : 6C298513 68118ZB1
Invoice No. : 89756548 Page No. 1
Billing Period: Dec 4-Jan 3, 1995

THIS IS YOUR FINAL MCI(R) INVOICE

If you are moving and wish to continue to receive MCI savings and service in your new home, please call MCI Customer Service at 1 800 888-MOVE.

If you have cancelled MCI but wish to reinstate or would like information about other MCI services, please call 1 800 444-3333.

If you have recently reinstated your MCI service, you will receive a new invoice within 30 days. THANK YOU.

INQUIRIES ONLY, Write to: MCI P.O. Box 4600, Iowa City, IA. 52244-4600

|||||

#BWNBMNR *****049-004-377 1 ZB1 .258
#6C298513UR000001# 208 *CT10*75*01* *
SILVA JILER
LOT 233
3405 SINTON RD
COLORADO SPRINGS CO 80907-5005

Telephone No. (719) 471-8653

For MCI Customer Service, please call 1-800-899-9100 toll free.
For other questions, call 1-800-888-7737.

MCI long distance phone bill

Account No. : 6C298513 68120ZB1
Invoice No. : 89758548 Page No. 3
Billing Period: Dec 4-Jan 3, 1995

SILVA JILER

Current Charges	\$3.76
Current Taxes	\$.16
Total Current Charges and Taxes	\$3.92
Previous Balance (Please disregard if paid)	\$.00
Total Amount Due	\$3.92

Service Summary

Long Distance	\$3.76
Total Current Charges	\$3.76

Taxes

Federal Excise Tax	\$.11
State & Local Surcharges	\$.05
Total Current Taxes	\$.16

Total Current Charges and Taxes	\$3.92
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CALL INFORMATION

MCI CAN SAVE YOU Even More When Making LOCAL TOLL CALLS!

Now MCI® can help you save on your local toll calls too! Call MCI Customer Service at 1-800-275-7644 to learn how you can save by calling long distance within your regional calling area over MCI's network.

Long Distance

Calls from 719-471-8653:

DATE	TIME	RATE	TO/FROM	NUMBER	MIN	AMOUNT
Dec 08	03:37P	D	TO SUSANVILLE CA	916-257-5366	3	.80
12	11:11A	D	TO SAN MONICA CA	310-264-3200	11	2.96
Total Calls from 719-471-8653:						\$3.76

Total Long Distance	\$3.76
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MCI long distance phone bill

Account No. : 6C298513 68121ZB1
Invoice No. : 89758548 Page No. 4
Billing Period: Dec 4-Jan 3, 1995

Legend

D = Domestic Pricing at Daytime Rate

Copy No 6



295 North Maple Ave.
Basking Ridge, NJ 07920

January 10, 1995

Ms Sylvia Jiler
Space 233
3405 Sinton Rd
Colorado Springs CO 80907

Rec'd
Jan 14, 1995

Dear Ms Jiler:

Thank you for contacting AT&T regarding the unauthorized change in your long distance service.

If you have not already done so, please contact your local telephone company to be sure they have recorded your choice of AT&T for long distance service. Find out if your local telephone can note your account to prohibit any future changes from being processed without your expressed, written, consent.

AT&T petitioned the FCC, some time ago, to mandate that all long distance companies somehow be made to verify the customer change in long distance carriers. In December of 1991, the FCC did rule that verification of all changes be mandatory. The FCC provided long distance companies with four options which are as follows.

1. Consumer signs an authorization card and sends it to the long distance company.
2. Consumer initiates a call from home to an automated 800 number and through a sequence of prompts, confirms the choice of the long distance company.
3. Consumer choice of a long distance company is verified by someone from an independent firm, unaffiliated with any long distance company.
4. Long distance company sends an information package and prepaid returnable postcard to a consumer within three days of the switching request, asking the consumer to respond with a cancellation or denial of the switch. The long distance company is required to wait 14 days before submitting the switch order to the local telephone company.



295 North Maple Ave.
Basking Ridge, NJ 07920

Bear in mind, that the preceding four options are given as choices when a long distance carrier is contacting a customer via telemarketing. However, despite the FCC's ruling, unauthorized switches still occur. We regret that you have been inconvenienced by such an occurrence.

We have enclosed an AT&T Long Distance Certificate to reimburse for the charge in changing your long distance service. To use your certificate, simply print your name, area code and telephone number on the back and send the certificate along with your monthly telephone bill to your local telephone company. Your local telephone company will treat the certificate as cash towards your payment of any AT&T charges or local telephone company billed charges.

We want you to know that we appreciate your business and your loyalty to AT&T. We remain committed to providing you the very best long distance service, quality and value as you are indeed a valued customer. Thank you for bringing this matter to our attention.

Sincerely,

Mary Beth Kessler

Mary Beth Kessler
Customer Relations



Recycled Paper

Copy No 8

11/19/95 Joe Morgan from Hank Fingers
Sylvia, read my case -
Wants me to show him a written
complaint - Told him inside
story - that he is going to show
me what law says & how
much will call someone for
negotiation.

Copy No 9

11/17/95 Called 1-202-632-7553 -
1500m Texas Comm. Commission
Enforcement Div. for Telephone Service
Long list of other purchase.
I passed 5, then 3 -
re - unauthorized charges by
a long distance carrier -
(Instruction to contact local
Carrier/what I had already
done) - Advised to leave name
& address at "home" - but line
advised to try to accept
that info to prove & for
operation.
I left my name & telephone
no but Guarantee for a hinder
Fitzman to call and have to stay
or tomorrow.

Copy 9A

1/20/95 8:10 am. Called

1-202-632-7553

After following menu on
recording - left my name
& address for filing
complaint against an
unauthorized charge on
long distance carrier -
They will advise how
FCC offers or provides
protection for consumers

USWEST COMMUNICATIONS Ⓢ

SYLVIA JILER
3405 SINTON RD
BILL DATE: DEC 04, 1994
ACCOUNT NUMBER: 719-471-8653-480R

Copy # 10

U S WEST COMMUNICATIONS PAGE 1

TOTAL • PREVIOUS BALANCE
AMOUNT • CURRENT CHARGES DUE DEC 23
DUE • TOTAL AMOUNT DUE

24.07 ~~229.27~~ \$.84CR ✓
23.23 ~~228.43~~

ACCOUNT • PAST CHARGES AND CREDITS
SUMMARY

PRIOR CHARGES 23.05
ADJUSTMENTS .84CR
PAYMENTS 23.05

• *Thank you for your payment*
TOTAL PAST CHARGES AND CREDITS \$.84CR

• CURRENT CHARGES DUE DEC 23, 1994

U S WEST COMMUNICATIONS

LOCAL CHARGES

UNREGULATED SERVICES

20.18 ~~25.38~~
2.03

☐ If you have questions, call 1-800-244-1111

AT&T

1.86

☐ Billing inquiries call 1 800 222-0300
To place an order call 1 800 222-0300

• TOTAL CURRENT CHARGES

24.07 ~~229.27~~

• TOTAL AMOUNT DUE

~~228.43~~

We appreciate your business

hms ~~228.43~~
~~23.23~~

The long distance company you have selected for calls outside your
U S WEST Communications long distance area is **WCI TELECOMMUNICATIONS**

Not Done

12/17/94 OK NO 493 \$23.23

This holiday, give loved ones the gift of gab - U S West CloseCalls Gift
Certificates for residential in-state long-distance calls. On sale through
Dec. 31 in 35 denominations. Call 1-800-244-3059 for more information.

RETURN U S WEST COMMUNICATIONS
ADDRESS P.O. BOX 173764
DENVER, CO 80217-3764



SYLVIA JILER
3405 SINTON RD
BILL DATE: DEC 04, 1994
ACCOUNT NUMBER: 719-471-8653-480R

U S WEST COMMUNICATIONS PAGE 2

U S WEST COMMUNICATIONS LOCAL CHARGES

• ITEMIZED MONTHLY SERVICE

BASIC SERVICE*
1 RESIDENCE LINE

TOTAL 14.79
14.79

*BASIC SERVICES ARE THE SERVICES THAT ARE NECESSARY FOR YOU TO USE YOUR TELEPHONE.

• MONTHLY SERVICE

MONTHLY SERVICE - DEC 04 THRU JAN 03
FEDERAL ACCESS CHARGE
COLORADO TELECOMMUNICATIONS RELAY SERVICE FUND
911 SURCHARGE

14.79
3.50
.10
.50
SUBTOTAL \$18.89

• ACCOUNT ACTIVITY

1 CHARGE TO CHANGE LONG DISTANCE COMPANY ON 11-26-94

5.00
SUBTOTAL \$5.00

• TAX SUMMARY

FEDERAL EXCISE TAX
STATE TAX
COUNTY TAX

.55
.70
.24
SUBTOTAL \$1.49

U S WEST COMMUNICATIONS LOCAL CHARGES

20.18

U S WEST COMMUNICATIONS UNREGULATED SERVICES

• ITEMIZED MONTHLY SERVICE

OPTIONAL SERVICES**
1 LINEBACKER(TM) OPTIONAL INSIDE
WIRE REPAIR PLAN

1.95
TOTAL 1.95

**OPTIONAL SERVICES ARE PROVIDED AT YOUR REQUEST AND ARE NOT REQUIRED AS PART OF YOUR BASIC TELEPHONE SERVICE.

• MONTHLY SERVICE

LINEBACKER(TM)

1.95
SUBTOTAL \$1.95

• TAX SUMMARY

STATE TAX
COUNTY TAX

.06
.02
SUBTOTAL \$.08

U S WEST COMMUNICATIONS UNREGULATED SERVICES

\$2.03

FOR U S WEST COMMUNICATIONS QUESTIONS CALL 1-800-244-1111 (NO CHARGE)



SYLVIA JILER
3405 SINTON RD
BILL DATE: DEC 04, 1994
ACCOUNT NUMBER: 719-471-8653-480R

AT&T PAGE 1

ITEMIZED CALLS

NO.	DATE	TIME	TO PLACE	TO AREA NUMBER	TYPE	MINUTES	AMOUNT
1	NOV 07	11:12A	EL SEGUNDO CA	310 364-6039	gai D	1	.27
2	NOV 20	5:29P	OAKLAND CA	510 655-0345	gai E	1	.17
3	NOV 23	11:56A	WASHINGTON DC	202 632-7553	fee D	4	1.08
4	NOV 23	4:26P	WASHINGTON DC	202 632-7553	fee D	1	.27
5	NOV 25	11:24A	WASHINGTON DC	202 632-7553	fee D	1	.27
SUBTOTAL						2.06	

CREDITS							
6	NOV 23	12:44P	CREDIT	202 632-7553	CR	1	.27CR
SUBTOTAL						.27CR	

AT&T True USA(sm) discount Summary

Calls Eligible to Determine Disc for True USA(sm)

2.06

Remember, with AT&T True USA(sm), any month you spend at least \$10 on AT&T long distance you'll save 10% off your domestic calls. Or save 20% if you spend at least \$25.

AT&T SUBTOTAL OF ITEMIZED CALLS \$1.79

7 COLO. GROSS RECEIPTS SURCHARGE @.95%

\$0.02

TAX SUMMARY

8 FEDERAL EXCISE TAX

AT&T SUBTOTAL OF TAXES \$0.05

AT&T CURRENT CHARGES \$1.86

AT&T ADJUSTMENTS

ADJUSTMENT OF ITEMIZED CALLS ON 11-04-94	.28CR	
ADJUSTMENT OF ITEMIZED CALLS ON 11-04-94	.28CR	
ADJUSTMENT OF ITEMIZED CALLS ON 11-04-94	.28CR	
TOTAL AT&T ADJUSTMENTS		\$0.84CR

ALL AT&T ADJUSTMENTS ARE FOR INFORMATIONAL PURPOSES ONLY. THE TOTAL OF ALL ADJUSTMENTS HAS REDUCED THE AMOUNT OWED ON YOUR BILL. THIS AMOUNT IS REFLECTED IN THE ADJUSTMENTS AREA ON PAGE 1 OF YOUR BILL.

This portion of your bill is provided as a service to AT&T. There is no connection between U S WEST Communications and AT&T. You may choose another company for your long distance telephone calls while still receiving your local telephone service from U S WEST Communications.



FOR AT&T

Billing inquiries call 1 800 222-0300 (NO CHARGE)
To place an order call 1 800 222-0300 (NO CHARGE)



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Copy
10/10/94

THE FOLLOWING INFORMATION DETAILS HOW THE REDUCTION
OF \$5.20 WAS ARRIVED AT ON ACCOUNT NO. 719-471-8653-480R
(SYLVIA JILER)BILL DATE Dec. 04, 1994.

U.S.WEST COMMUNICATIONS PAGE 1 of current statement

Previous balance	\$.84CR
Current charges due Dec 23	\$24.07
TOTAL AMOUNT DUE	\$23.23

PRIOR CHARGES	\$23.05
Adjustments	.84CR
Payments	\$23.05

TOTAL PAST CHARGES AND CREDITS	.84CR
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CURRENT CHARGES DUE DEC 23, 1994

U.S.WEST COMMUNICATIONS	\$20.18
Unregulated Services	2.03
A.T. & T.	1.86
TOTAL CURRENT CHARGES	\$24.07
TOTAL AMOUNT DUE	\$23.23

CR #493
12/17/94

The difference of \$5.20 between the amount due shown above, and the amount of \$28.43 printed on U.S. West current statement is the adjustment made for deleting the \$5.00 charge for the change from A.T. & T. to M.C.I. made without authorization from SYLVIA JILER, the telephone customer. In addition to this \$5.00 the adjustment in State Tax was .15c, and County tax of .05c. When added together a total \$5.20 credit was deducted.

COPY 10B

December 17, 1994

U.S. West Communications
P.O. Box 173754
Denver, CO 80217-3754

ATTENTION: BILLING DEPT.

Gentlemen:

re: ACCT.# 719-471-8653-480R

Since talking to your representative "Martha" in the Carrier Service Bureau on December 13th, I have received my current telephone bill. As expected, there are several discrepancies we anticipated would show up on this bill due to the actions taken by M.C.I. totally unwarranted, and which we attempted to correct on Dec. 13th.

I am now enclosing my check in the amount of \$23.23 to cover the charges listed on a separate sheet that I believe to be true and accurate. Your records at this time should reflect the changes made since the conversation I had with your representative that were required to make the adjustments called for after our discovery that M.C.I. had chosen to make themselves my long distance carrier....WITHOUT ANY AUTHORIZATION from me. "At no time did I request any change of carrier. I have used A.T. & T. for many years, and intend to continue using them. I have not had any reason to change them, and most definitely would not change to M.C.I. under any circumstances.

If there is any question you have about the difference in the amount you have shown on my statement, and the amounts I am including in the total I arrived at, please feel free to call me. I am enclosing with this letter a copy of the letter I sent to M.C.I. dated December 13th. I would like to make mention of the fact that the long distance call M.C.I. charged me for that I did make from my home phone November 28th to Washington D.C. was to the F.C.C. (tel.no. 202-632-7553). This was not included in my current A.T. & T. bill that made up my current statement from you. However, once you have reinstated my long-distance carrier as being A.T. & T. I expect you to include a charge for that specific call, as you did with three earlier calls I made to the same number, which were included in my current bill. I do not wish to be charged by M.C.I. for this long distance call, when I was (in my opinion) using A.T. & T. as my l.d. carrier.

- 2 -

Please understand clearly that I am not disputing the call was made by me. I am the sole user of my telephone. I have a record of making the call on November 28th to. However, I was unaware that a change had been made as to who my long distance carrier was. Since this change was made without my knowledge or permission, I do not believe M.C.I. has any right to collect any funds from me. If A.T. & T. wish to present you with a charge for that individual call that should appear on your statement with me, I will willingly include payment when your next statement is received.

Thank you for your help in endeavouring to straighten out a mess created by M.C.I., not A.T. & T. or myself.

Hopefully it will not take more than the current efforts to resolve this matter, and put it behind us.

Yours sincerely,

Mrs. Sylvia Jiler
3805 Sinton Road, Lot 233
Colorado Springs, CO. 80907

cc: M.C.I. (Iowa City)
A.T. & T. (H.Q. Basking Ridge, N.J.)

COPY 10C

December 17, 1994

M.C.I.
P.O. Box 4600
Iowa City, IA 52244-4600

ATTENTION: BILLING OR COMPLAINT DEPT.

Dear Sirs,

re: Telephone No. (719)471-8653
Your Acct. No. 6C298513
Your Invoice No. 89442930

Since writing my letter to you dated December 13, 1994 I have found myself involved in cleaning up a dreadful mess created by the actions of someone either in your employ, or someone in the employment of a marketing agency you have or are using.

The unethical conduct that took place which resulted in a problem for me, and added work for my long distance carrier A.T. & T. and my local telephone company U.S.WEST COMMUNICATION, is totally inexcusable.

I am enclosing in this letter a copy of the letter I am sending to U.S. West today, which is accompanying my check to them covering payment of their current statement. For your information, the telephone call you had the audacity to bill me for was made by me on November 28th to Washington D.C., Payment for this long distance call was requested or included in my bill as it rightfully should have been on behalf of A.T. & T., Your unauthorized change explains why you billed me for it and not A.T. & T.

I want you to know I have no intention of paying you for any long distance calls made from my home that you claim were made with you as my carrier. If A.T. & T. should decide to take legal action against you for the unethical conduct you have clearly taken, I will be happy to include my name on their list of affected customers.

Yours very truly

Mrs. Sylvia Jiler
3405 S inton Road, Space 233
Colorado Springs, CO 80907